

Informational Letters in 2007

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Informational Letter 2007-1

Provision of Emergency Services

**Emergencies include situations requiring
“immediate action when medical treatment or
emergency responder (police, fire, paramedic,
EMT) services are needed to prevent serious harm
to an individual.”**

**If there is no licensed medical professional (i.e., MD,
NP, RN) on site to assess...**

**9-1-1 must be contacted immediately or the
facility could be subject to a Core Issue**

Informational Letter 2007-1

Provision of Emergency Services

- **Choking**
- **Cardiac arrest**
- **Seizures**
- **Uncontrolled bleeding**
- **Change in resident's consciousness**
- **Fractures**
- **Hallucinations**
- **Residents threatening other residents or staff with harm**
- **Drug overdose**

Informational Letter 2007-1

Provision of Emergency Services

Once the emergency response arrives...

- **The emergency responder's training and protocols determine whether to**
 - **Respond and evaluate**
 - **Treat and release**
 - **Stabilize and transport**
- **They are not required to transport**

Informational Letter 2007-1

Provision of Emergency Services

It is not appropriate to delay the 9-1-1 call to inform

- Administrator**
- Family members**
- Hospice Agency**

Informational Letter 2007-2

Hospice Services in RALFs

- **Hospice Services in a RALF setting can be entirely appropriate**
- **RALFs are still expected to comply with statute and rule that they “*shall not admit or retain any resident requiring a level of care for which the facility is not licensed or which the facility does not provide or arrange for*”**

Informational Letter 2007-2

Hospice Services in RALFs

- **RALFs do not have to accept or retain hospice patients**
 - **Conscious management commitment to participate in/support coordinated care**
 - **Discharge to another facility may be appropriate**
- **There needs to be coordination of care services between RALF and hospice**
 - **Ignoring resident needs because “*he is on hospice*” is not acceptable**

Informational Letter 2007-2

Hospice Services in RALFs

- **Hospice ensures resident medical needs related to terminal illness are met**
 - **Specific disease state that will be terminal within approximately six months**
 - **Disease path generally well know**
 - **Pallative vs. curative care**
 - **Includes physical, psychosocial, and spiritual needs of resident and family**

Informational Letter 2007-2

Hospice Services in RALFs

- **Expectation: Coordinated care planning**
 - Integrated plan: Who does what and when?
- **Hospice identifies specific symptoms and signs of disease progression for facility staff**
- **Hospice and RALF should identify and agree (in writing) on the specific situations that do not warrant a 9-1-1 call**
 - When those situations arise—a call to the hospice agency is appropriate for response/direction

Informational Letter 2007-2

Hospice Services in RALFs

- **Once hospice is called; there is a 15 minute window for a response (return phone call)**
 - **If no response within 15 minutes—call 9-1-1**
- **If any question whether patient signs/symptoms are related to terminal condition**
 - **Call 9-1-1 to get emergency response—then call hospice agency**